

Summary SLA Reports

March 2014 Period of Performance

SLA Summary March 2014

SLA	Title	Target	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
1.11	Severity 1 – CESC and SWESC Data Center Locations & Mainframe	90.00%	100%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	100%
1.12	Severity 1 – Other Locations	85.00%	97%	86%	94%	92%	96%	92%	100%	92%	86%	97%	92%
1.13	Severity 2 – CESC and SWESC Data Center Locations	95.00%	97%	100%	95%	100%	100%	97%	96%	100%	100%	100%	96%
1.14	Severity 2 – Other Locations	90.00%	99%	95%	98%	98%	99%	98%	99%	99%	99%	99%	99%
1.15	Severity 3 – CESC and SWESC Data Center Locations	95.00%	100%	98%	97%	97%	97%	96%	98%	96%	98%	96%	98%
1.16	Severity 3 – Other Locations	90.00%	98%	97%	97%	97%	98%	98%	97%	97%	99%	98%	98%
1.17	Initial Findings of Root Cause Analysis Reporting for Severity 1 and Severity 2 Incidents	95.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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1.21	Restore Requests for production data in CESC/SWESC	95.00%	98%	91%	98%	97%	100%	100%	95%	100%	100%	100%	97%
1.22	Restore Requests for production data in Remote Sites	95.00%	97%	96%	97%	100%	100%	95%	97%	100%	100%	100%	98%
1.31	Accuracy of Record in Asset Tracking Database	95.00%	N/A	99%	N/A	N/A	97%	N/A	N/A	97%	N/A	N/A	98%
3.11	Deploy service / security patches / anti-virus updates necessary to fix/repair environment vulnerabilities	95.00%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%
3.21	Managed Firewall Management Implementation of Firewall changes related to changes, adding/deleting Firewall rules for managed firewalls only	90.00%	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.31	NIDS / NIPS – Able to receive and respond to alerts from NIDS/NIPS	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %

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3.32	HIDS / HIPS – Able to receive and respond to alerts from HIDS/HIPS for changes to selected local files	99.60%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
3.33	NIDS / NIPS and HIDS/HIPS Implementation of changes related to changing adding and deleting signatures and rules	TBD	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A	Note A
3.41	Managed Firewall Installation - Installation of Managed Firewalls	72Hrs	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
4.11	Customer Contact Response Time (Average Speed to Answer)	≤ 60s	52s	49s	48s	52s	42s	50s	56s	49s	35s	53s	54s
4.11	Customer Contact Response Time (Email/Web Form Time to Respond)	90.00%	90%	92%	91%	93%	94%	91%	91%	92%	94%	92%	90%
4.12	Password Reset (COV, Encryption using entitlement and EPHD OTP)	99.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.13	Agency application Password Reset Requests	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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4.14	VIP Office Support Response Time	N/A: Reporting Purposes Only	60%	57%	73%	58%	59%	58%	57%	68%	51%	58%	47%
4.15	VIP Office Support Time to Resolve	N/A: Reporting Purposes Only	67%	77%	68%	69%	60%	71%	85%	81%	70%	80%	67%
4.21	First Contact Resolution	70.00%	73%	72%	72%	85%	83%	86%	84%	85%	89%	87%	84%
4.22	Shrink Wrap App Incidents for Assets with Altiris installed	90.00%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
4.23	Incident Closure Notice (via E-mail and Phone)	100.00 %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
4.31	New End User Account (up to 20 per request) and individual user account privileges	90.00%	93%	93%	92%	92%	94%	95%	94%	95%	95%	95%	96%

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5.11	On-Site Dispatch-8 Hours	70.00%	70%	71%	73%	72%	71%	70%	75%	73%	76%	75%	72%
5.11	On-Site Dispatch-Next Business Day	90.00%	96%	96%	96%	96%	95%	95%	97%	96%	95%	97%	95%
5.21	Desktop Service IMAC	90.00%	94%	95%	94%	97%	93%	94%	98%	98%	97%	96%	95%
5.31	Software installation (patching) operating System (Including service packs and non critical security patches)	90.00%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
6.11	Messaging Services for Microsoft Exchange	≤ 2 Hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs	0hrs
7.11	Mainframe & Server - System Availability Mainframe (OS Class 1, IBM, Unisys)	99.50%	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	99.9%
7.12	Production Server Instances	99.50%	99.8%	99.9%	99.8%	99.8%	99.7%	99.8%	99.9%	99.8%	99.8%	99.9%	99.7%

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7.13	Critical server instances located in critical data centers (CESC & SWESC) with DR	99.90%	99.9%	99.9%	99.7%	99.9%	99.9%	99.9%	100.0 %	99.9%	100.0 %	100.0 %	100.0 %
8.11	WAN Connectivity – Large Locations	99.95%	2/17	0/17	0/17	1/17	2/17	1/17	0/18	0/18	0/18	0/18	1/18
8.12	WAN Connectivity – Medium Locations and Critical Small Locations	99.90%	8/239	2/252	8/252	5/252	7/252	3/252	13/252	5/252	4/252	4/252	8/252
8.13	WAN Connectivity - Small Locations	99.85%	48/770	37/788	49/785	42/789	54/790	24/790	34/790	38/792	47/794	30/800	20/802
8.14	WAN Connectivity - Managed Router Locations	99.85%	18/367	10/359	10/366	24/366	24/366	41/366	33/366	22/365	13/365	20/365	18/365
8.21	Router Connectivity – Large Locations	99.95%	0/17	0/17	0/17	0/17	0/17	0/17	0/18	0/18	0/18	0/18	0/18
8.22	Router Connectivity - Medium Locations	99.95%	2/239	0/252	1/252	1/252	1/252	0/252	0/252	0/252	1/252	0/252	0/252

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8.23	Router Connectivity – Critical Small Locations	99.95%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.24	Router Connectivity – Small Locations and Managed Routers	99.70%	3/1137	1/1147	1/1151	1/1155	0/1156	2/1156	0/1156	1/1157	1/1159	0/1165	3/1167
8.31	LAN Switch Connectivity – Large Locations	99.70%	0/17	2/17	2/17	1/17	0/17	0/17	0/18	1/18	1/18	0/18	0/18
8.32	LAN Switch Connectivity – Medium Locations	99.70%	5/239	1/252	9/252	1/252	2/252	2/252	2/252	2/252	1/252	4/252	2/252
8.33	LAN Switch Connectivity – Critical Small Locations	99.70%	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0	0/0
8.34	LAN Switch Connectivity – Small Locations	99.70%	1/770	2/788	5/785	0/789	2/790	1/790	2/790	1/792	0/794	1/800	1/802
8.41	VPN – Remote End-User connection	99.70%	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %	100.0 %
8.51	Network Transit Delay	98.00%	99%	99%	99%	99%	99%	99%	99%	99%	98%	99%	99%

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8.52	Packet Delivery Rate (Packet Delivery Loss/2013-09-01/Pre-Amendment No. 92)	97.00%	46%	43%	37%	44%	99%	99%	99%	99%	97%	98%	99%
9.11	Voice over IP (VoIP) – All Locations	99.90%	0/140	0/140	0/140	0/205	0/206	0/239	0/242	0/241	0/241	0/240	0/240
9.21	Jitter (Real-Time Classes of Service)	98.00%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%

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